

DEPARTMENTAL BUDGET INFORMATION OMBUDSPERSON (53)

MISSION

The mission of the Ombudsperson Office is to serve the people by investigating and seeking to resolve complaints against departments and agencies of City government.

DESCRIPTION

The City of Detroit Office of the Ombudsperson was established by Charter referendum on November 6, 1973 and became operational in 1974.

The Detroit City Ombudsperson, an independent governmental official, is appointed by the Detroit City Council. Complaints regarding an act or omission of a city department are received by telephone, mail, or in person.

The office also receives many inquiries relative to the various city departments and other governmental agencies, and occasionally business entities. Periodic statistical reports are issued to the City Council and the Mayor. The Office also makes recommendations to remedy systematic problems identified through its investigations.

The Office has jurisdiction to investigate all city agencies except departments possessing subpoena power. The eleven (11) elected City officials are also excluded. In addition,

the office does not handle issues pending legal considerations in the courts or under review by the City Council.

CORE SERVICES

The Office of the Ombudsperson has one core service that is mandated. That service is the investigation of citizen's complaints.

MAJOR INITIATIVES

During Fiscal Year 2004-05 the Office of the Ombudsperson will continue to focus on reducing the length of time that it takes to resolve complaint investigations. Another major initiative that will be implemented is that of combining statistical data from prior years with the current Case Tracker System and presenting the information in public reports. During Fiscal Year 2004-05, three reports detailing the profile of Ombudsperson's complaints are scheduled for completion.

PLANNING FOR THE FUTURE

The Ombudsperson's Office will continue to work closely with the department of Information and Technology (I.T.S.) to insure that all system upgrades will continue to be made only after thorough cost-benefit research analysis has been performed.

Ombudsperson
11 FTE

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PERFORMANCE GOALS, MEASURES AND TARGETS

Goals: Measures	2002-03 Actual	2003-04 Projection	2004-05 Target
Receive, investigate and resolve citizens' complaints about City services: Citizen complaints and information requests received and resolved	32,000	33,000	33,000

EXPENDITURES

	2002-03 Actual Expense	2003-04 Redbook	2004-05 Mayor's Budget Rec	Variance	Variance Percent
Salary & Wages	\$ 838,442	\$ 872,381	\$ 788,800	\$ (83,581)	-10%
Employee Benefits	376,536	507,322	518,526	\$ 11,204	2%
Prof/Contractual	54,768	41,400	41,400	\$ -	0%
Operating Supplies	11,714	7,923	5,923	(2,000)	-25%
Operating Services	96,558	115,797	100,229	(15,568)	-13%
Capital Equipment	2,092	1,961	208	(1,753)	-89%
Other Expenses	7,931	504	500	(4)	-1%
TOTAL	\$ 1,388,041	\$ 1,547,288	\$ 1,455,586	\$ (91,702)	-6%
POSITIONS		11	11	0	0%